



Truman VA Bulletin

J.D. Power Survey Acknowledges High VA Pharmacy Customer Satisfaction

J.D. Power and Associates, a firm specializing in consumer surveys, has given VA pharmacies some of the highest customer satisfaction scores in a national sampling of pharmacy customers. J.D. Power surveyed about 12,000 pharmacy customers that use pharmacy retailers, including independent and mail-out pharmacies, chain drug stores, mass merchandisers and supermarkets. VA received an "Among the Best" ranking for the mail order category, the same overall ranking as Kaiser Permanente Pharmacy and Prescriptions Solutions.

Among the factors examined in the *J.D. Power and Associates 2009 National Pharmacy Study* were pharmacy environment, price

and value of prescription drugs, experience with online ordering and mail delivery and experience with pharmacist and non-pharmacist staff. Every Veteran enrolled in the VA health care system is eligible to receive prescription medications, over-the-counter medications and medical and surgical supplies.

In 2008, VA provided approximately 126 million outpatient prescriptions to more than 4.4 million patients. VA operates seven mail-out pharmacies, known officially as consolidated mail outpatient pharmacies. They are located in Charleston, S.C.; Dallas, Tex.; Hines, Ill.; Leavenworth, Kan.; Murfreesboro, Tenn.; Chelmsford, Mass.;

and Tucson, Ariz. These facilities support VA's health care mission through advanced automated production technologies to dispense and mail prescriptions to eligible Veterans. In addition to supporting VA health care facilities, the mail-out pharmacies also support the Civilian Health and Medical Program for VA and the Naval Medical Center in San Diego.

To see the full survey results, visit <http://www.jdpower.com/healthcare/articles/2009-National-Pharmacy-Study>.



Women Veterans Health Fair—Oct. 27

The 2009 Women Veterans Health Fair is scheduled from 8:00 a.m. to 2:30 p.m. on Tuesday, Oct. 27. Women Veterans from throughout mid-Missouri have been invited to the annual event, which will include information on

health topics, benefits and eligibility as well as health screenings. Also, several presentations on women's health topics are scheduled. For more information, contact **Amanda Barnes**, Women Veterans Program

Manager, at extension 56457.



Inside this issue:

Over 50 Workers Give VA High Marks	2
Disability Employment Awareness	2
Driving While Texting	3
Hispanic Heritage Month	3
Disabilities Employment Program	3
New Employees	4
Computer Corner	4

Employee Recognition Awards

Joan Unterbrink (CS) – Customer Service Star of the Month (August)
William Patterson, MD (COS) – VHA Mentor Certification (Resident Level)
Kathryn Burks, PhD (LO) – VHA Mentor Certification (Fellow Level)
Lea Foster (LO) – VHA Mentor Certification (Fellow Level)

VA Favored Employer for “Over 50” Workers



The Veterans Health Administration (VHA) has been named as one of the best employers this year for workers over 50 by the American Association of Retired Persons (AARP). AARP's annual awards program recognizes companies and organizations with the best policies for an aging labor force.

VA's health care system has more than 251,000 people in a wide array of clinical and administrative professions, including some of the most demanding medical specialties. Nearly half of VHA employees are over the age of 50. The VHA includes 153 medical centers, with at least one in each state, Puerto Rico and the District of Columbia. VA also operates 942 ambulatory care and

community-based outpatient clinics, 134 nursing homes, 50 residential rehabilitation treatment programs, 232 Veterans Centers and 108 comprehensive home-care programs. VA health care facilities provide a broad spectrum of medical, surgical and rehabilitative care.

Recipients of the AARP “Best Employers for Workers Over 50” designation are selected for their policies and practices in meeting the needs of an aging workforce. Key areas of consideration include recruiting practices; opportunities for training; education and career development; workplace accommodations; alternative work options, flexible scheduling, job sharing, and phased

retirement; employee health and pension benefits; retiree benefits; and age diversity of the workforce.

ACTING CHIEF OF STAFF

Effective Oct. 13, Dr. William Patterson, Chief of Staff, was detailed to the VISN. Dr. Lana Zerrer will serve as Acting Chief of Staff until further notice. All correspondence directed to the Chief of Staff should read as follows:

LANA A. ZERRER, M.D.
Acting Chief of Staff

October – National Disability Employment Awareness Month

How many people with disabilities are working? The statistics vary depending on the source data and the definition of disability. A variety of Census 2000 reports are frequently referenced sources for those data. The following statistics about the employment of people with disabilities are gleaned from those and other reports:

The total number of people with disabilities aged 16-64 is 33,153,211.

Of those, the total number employed is 18,525,862.

The percent of people with disabilities aged 16-64 employed is 55.8%.

- As of July 2009, VA employees with a targeted disability (deafness, blindness, missing extremities, partial paralysis, complete paralysis, convulsive disorders, mental retardation, mental illness and distortion of limbs or spine) totaled 3,925 or 1.46 percent of VA's

workforce.

- VA employed 20,948 disabled Veterans (7.68 percent of VA's workforce).

The Office of Disability Employment Policy is working with the Bureau of Labor Statistics (BLS) at the Department of Labor to develop tools for collecting current and more detailed employment data about people with disabilities using the Current Population Survey. More information on this initiative is available on [ODEP's Web site](#). Additional statistical information about persons with disabilities can be obtained from the [U.S. Census Bureau](#) Web site.



Executive Order Prohibits Text Messaging While Driving

President Obama signed an Executive Order on Oct. 1 that prohibits federal employees from text messaging while driving (1) a Government vehicle; (2) a privately owned vehicle while on Government business or (3) when using electronic equipment supplied by the Government while driving. A reminder message about this directive will be provided to all Truman VA employees using GSA-leased vehicles. The rationale for the Executive Order was that, with nearly three million civilian employees, the Government should demonstrate leadership in reducing the dangers of text messaging while driving. The Government-wide prohibition will help save lives, reduce injuries and set

an example for state and local governments, private employers, including Government contractors, and individual drivers.



FACILITY INFORMATION SECURITY OFFICER (ISO) NAMED

Congratulations to **Kevin Sample!** He has been appointed as the Facility Information Security Officer (ISO) for Truman VA. He can be reached at extension 56250 or via e-mail.

Hispanic Heritage Month—Sept. 15 to Oct. 15

- ◆ Hispanics are an ethnically and racially diverse population. The Latino population on the U.S. mainland is composed of Mexican Americans (64%), Puerto Ricans (9%), Cubans (3.5%), Salvadorans (3%) and Dominicans (2.7%). The remainder is of some other Central American, South American or other Hispanic or Latino origins (17.8%).
- ◆ Latinos have served with distinction in the U.S. military since our nation's inception – including nearly 500,000 in WWII – and 41 Latinos have won our nation's highest award for valor, the Medal of Honor. Approximately 11 percent of America's Veterans are Hispanic.
- ◆ Approximately 2.9 percent of VA's labor force is Hispanic.

**"Approximately 11% of Our
Nation's Veterans Are
Hispanic."**

People with Disabilities Employment Program Manager

Truman VA's Equal Employment Opportunity (EEO) Committee seeks applications from employees interested in serving as the People with Disabilities Employment Program Manager. This collateral duty assignment provides leadership for the People with Disabilities EEO Program and participates in various activities pertaining to employees with disabilities. It is not a require-

ment that this individual have a disability, only that he or she desires to champion the special interests of employees with disabilities. The application, available on the hospital home page, should be submitted to **Veronica Ramnarine**, EEO Committee Chair, or **Sara Hake**, EEO Program Manager. Applications must be received by Oct. 23. Questions

should be directed to Veronica at extension 56638 or Sara at extension 56316.

**APPLICATIONS
SOUGHT!**

Enjoy Your Freedom? Thank A Veteran!

Harry S. Truman Memorial Veterans' Hospital

Department of Veterans Affairs
800 Hospital Drive
Columbia, Missouri 65201
Phone: 573-814-6000

Serving Those Who Have Served

On the web:

<http://www.columbiamo.va.gov>

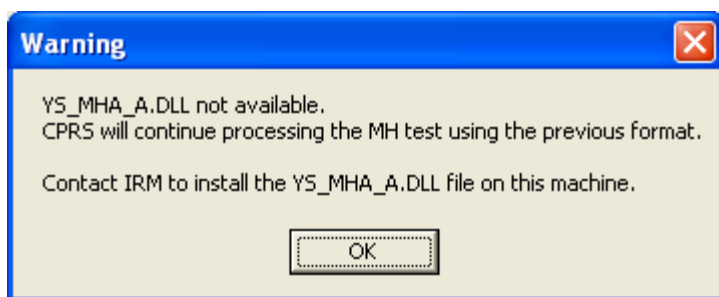
Welcome New Employees

October 13, 2009



Front Row L-R: Mark Bruce, Mark Elam, Megan Wilson, Joseph Cochran
Back Row L-R: Osvaldo Acosta, Crystal VanMeter, Stephen Poe, Carl Nowicki

OI&T Computer Corner



If you get this error when processing clinical reminders in CPRS:

Launch EXPLORE (not Internet Explorer) by one of the following methods:

- ◆ Right click on the Start Button and left click on Explore
- ◆ Right click on the icon (monitor & CPU) on the Desktop
- ◆ Hold down the 'Windows Key' and hit the 'E' key

- ◆ Scroll down to the Lan Data on 'vhacmo1' (E) folder & double click
- ◆ Scroll down to the Public folder & double click
- ◆ Left click on the right half of the screen
- ◆ Scroll down to the mhadll.bat file (very bottom of list) & double click
- ◆ A dialog box will quickly open and close—Problem FIXED!

FAREWELL

Faye Fairchild, RN,
Staff Nurse (PS)

Rhealin Johnson,
Cook (PS)

Derek Smith, RPh,
Pharmacist (Pharmacy)

VOLUNTARY LEAVE TRANSFER PROGRAM

Richard Burch (BH), Darren Denney (FM) and Derrick Griffith (PS) have been approved for the Voluntary Leave Transfer Program. Contact **Lena Warren (HR)** for information.